

YOUR 2024/25 COUNCIL TAX EXPLAINED



Council Tax and Business Rates 2024/25

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Welcome

Now more than ever, people are turning to their Local Authorities for support. It is therefore vital that we continue to provide those services that are important to you.

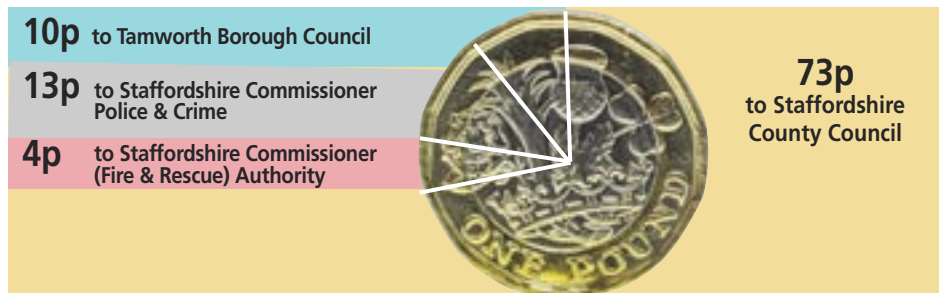
We continue to work hard to ensure we retain high-quality, value for money services for our residents.

This booklet outlines how we plan to spend our share of the money raised from your Council Tax and Business Rates this year. Please take a few minutes to read through this information.

You may find you are eligible to claim an exemption, discount or reduction which could reduce how much Council Tax you need to pay. See pages 5-9 for more detail.



Where does your money go?



The table below shows how much of your Council Tax goes to each authority.

Who gets your money? Your bill is divided up like this (Band D)	Council Tax (subject to rounding)	Increase this year
Staffordshire Commissioner Fire & Rescue Authority	£86.77	2.99%
Tamworth Borough Council	£202.70	2.95%
Staffordshire Commissioner Police & Crime	£273.57	4.99%
Staffordshire County Council	£1,544.64	4.99%
Total Amount Payable (Band D)*	£2,107.68	4.71%

*This is the amount all Band D properties in Tamworth will pay for their core services.

The actual amount of Council Tax you pay will depend on which Council Tax band your property is in. More than 80% of people in Tamworth will pay less than the **Band D** charge. Any discounts and benefits you are entitled to receive may reduce your charge. For more information on Council Tax bands and discounts please see **pages 5-8**

Summary of your Council Tax charge

The table below shows you what this Authority plans to spend in the coming year and the amount each will raise from Council Tax.

To work out the **Band D** Council Tax we divide the amount to be raised from Council Tax by the number of **Band D** equivalent properties in Tamworth, after adjusting for discounts, exemptions and local Council Tax reductions.

	Tamworth Borough Council
Gross spending (including Tariff)	£53.057m
Less income (including Retained Business Rates)	£44.884m
Net expenditure	£8.173m
Less Central Government support and Net Business Rates income	£3.414m
Amount to be raised from Council Tax	£4.759m

Tamworth Borough Council Services

This page highlights the main services provided by Tamworth Borough Council funded by your Council Tax.



Facts about your Council Tax bill

Find out more about your Council Tax bill, including information on discounts, exemptions and appeals.



How is Council Tax calculated?

Your Council Tax is based on two adults living in a property.

- If only one person lives there, they are entitled to a 25% discount.
- If nobody lives there, the bill may be reduced. **See page 6 for more detail.**
- Certain properties could be 100% exempt even if they are occupied. **See page 7 for more detail.**

Please remember, if you are waiting for the outcome of an application for a reduction, you must continue to pay your current bill. If successful, you will be entitled to a refund of any overpaid Council Tax.

Council Tax valuation bands

The Valuation Office Agency, part of HM Revenue and Customs (not your local council) has put every property into one of eight valuation bands. A full list of valuation bands is available on its website at www.voa.gov.uk (see table below).

Your Council Tax bill states which band applies to your home and your home's valuation is based on an estimate of how much it was worth on 1 April 1991. Price changes since that time won't affect the valuation.



Band	Range of values as at 1 April 1991	Proportion of Band D tax payable
A	Up to and including £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	1
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	More than £320,000	2

Could I get a discount?

This depends on the number of adults in your house and their circumstances. If any of the adults are on the list below, they may not be counted for Council Tax purposes. If this takes the number of 'counted' adults below two, you could be eligible for a discount.

- Full time students, student nurses, apprentices, youth training trainees and foreign language assistants.
- Young people for whom child benefit is payable and 18/19 year olds who have just left school or college.
- Patients resident in hospital or being looked after in care homes.
- Severely mentally impaired people.
- People in hostels or night shelters.
- Low paid care workers usually for charities.
- Carers for a person with a disability who is **NOT** a partner or child under 18.
- Members of religious communities such as monks or nuns.
- People in detention (except for non-payment of Council Tax or a fine).
- Spouses or dependants of students who are non-British subjects and are prevented by immigration regulations from working or claiming benefits.
- Members of visiting forces, certain international and defence organisations and those with diplomatic privilege or immunity.

Reduction for people with disabilities

If you, or someone who lives with you, needs a room, an extra bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, your bill may be reduced. The bill may be reduced to that of a property in the band immediately below the band of your property. If your property is in Band A, a reduction (equivalent to one ninth of band D) will be given. This reduction is not based on your income or savings.

Empty and second homes

You may be able to get a discount on your bill for empty homes. This will depend on where the property is. If your main residence is elsewhere you will be charged the full Council Tax for any home in Tamworth. Contact us to find out more. (See page 20).

Type of home	Discount Allowed
Empty & unfurnished up to 2 months	100%
Empty & unfurnished over 2 months	None
Empty & undergoing major repairs	50% for up to 1 year
Furnished & 2nd homes	None

In addition, properties empty and unfurnished over two years are subject to a 150% charge to encourage owners to bring them back into use. The Private Sector Housing Team can give you advice about bringing your property back into use. Telephone 01827 709709.

If you buy or rent a property that is already empty, the reductions above may have been used by the previous tax payer, the discount periods will not start again.

Family annexes

Most annexes in the borough are exempt – see Class T and W exemptions on page 7. However, a Council Tax discount of 50% is available for family annexes that are not exempt.

If you currently have an annexe which is lived in by a family member or used by the resident of the main dwelling you can receive a 50% Council Tax discount on the annexe.

The discount is not based on occupation or the annexe being furnished but on the use by the resident of the main building or occupation by a family member. If a non family member occupies an annexe the Family Annexe Discount will not apply.

Could I be exempt from Council Tax?

Some properties may be exempt from Council Tax.

Class Unoccupied properties which are:

- | | |
|----------|---|
| B | Owned by a charity (allowed for up to six months) |
| D | Left empty by someone who has gone to prison |
| E | Previously occupied by a person in permanent residential care |
| F | Waiting for probate or letters of administration to be granted (continuous for up to six months after) |
| G | Empty because occupation is forbidden by law |
| H | Waiting to be occupied by a minister of religion |
| I | Left empty by someone who has moved to receive personal care by reason of old age, disablement or illness |
| J | Left empty by someone who has moved to provide personal care to another person |
| K | Owned by a student and last occupied by a student |
| L | Subject to a Repossession Order |
| Q | The responsibility of a bankrupt person's trustee |
| R | A site for a caravan, mobile home or mooring |
| T | Unable to let separately because it is linked to, or in the grounds of another property |

Class Occupied properties where:

- | | |
|------------|--|
| M/N | All the residents are students |
| O | They are used for UK armed forces accommodation, whether occupied or not |
| P | At least one liable person is a member of a visiting force |
| S | All residents are less than 18 years old |
| U | All residents are severely mentally impaired |
| V | At least one liable person is a foreign diplomat |
| W | It is annexed to a family home and occupied by that family's elderly or disabled relatives |

Can I appeal against my Council Tax band?

Yes, you may appeal against your Council Tax band. There are several situations where you can appeal against the band in which your house has been placed:

- Within six months of becoming the new tax payer for the property.
- Within six months of the Valuation Office Agency making a change to the band.
- If there have been specific material changes in the property value.

Any queries about appeals and bandings should be made direct to the Valuation Office Agency. **See handy contacts on page 21.**

What if I don't think I should be paying Council Tax?

You can appeal to the Borough Council if you think you are not liable to pay Council Tax e.g. because you are not the resident or owner, or because your property is exempt or you are entitled to a discount. You should not withhold payment if you are making an appeal. You should pay as normal and a refund will be made if you are successful.

Changes in circumstances

If you have been granted a reduction, you must tell the Council of any change in circumstances which will affect your entitlement within 21 days. If you fail to do so you may be faced with a penalty of £70.

For more details about Council Tax discounts and exemptions, see pages 5-7.

How we collect and use information

The Borough Council is required, under section 6 of the Audit Commission Act 1998, to participate in the National Fraud Initiative (NFI) data matching exercise. Council Tax data is provided to the Audit Commission for this purpose and will be used for cross-systems and cross-authority comparison for the prevention and detection of fraud.

We advise Council Tax payers that the data held by the Council in respect of your Council Tax liability will be used for comparison purposes.

The eight District and Borough Councils within the Staffordshire area work in partnership with Staffordshire County Council to conduct a review of Council Tax discounts. The Council may share the information you have provided to the

Council Tax team, with private organisations employed to conduct data matching for the prevention and detection of fraud.

Data matching helps to identify fraud but it may also identify claims and payments which are erroneous. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption is made as to whether there is fraud, error or another explanation until an investigation is carried out.

If you are currently in receipt of a Council Tax discount that you are not entitled to, or require further information, please contact our Revenues Team. **See handy contacts on page 21.**

Local Council Tax Reduction

If you are working age and on a low income including Universal Credit you may qualify for a reduction on your Council Tax bill under the Local Council Tax Reduction Scheme. Any award will be deducted from the amount of Council Tax that you may have to pay and reduce your monthly payments.

For persons of State Pension Credit age who do not claim working age benefits, there is a national scheme of regulations which is broadly the same as the previous Council Tax Benefit rules.

Changes to our local council tax reduction scheme for working-aged claimants from 1 April 2024

Last year during consultation you gave us your views on proposed changes to our local council tax reduction scheme, which launches on 1 April 2024 and will be reflected in bills customers receive from March 2024.

The changes do not affect pension-aged claimants of local council tax reduction.

About the changes

- We've introduced an income banded scheme. This means if your income changes within a band, the amount of reduction you receive won't change. Income banded schemes give people more financial stability and reduce unnecessary and confusing paperwork for customers.
- Residents who claim a working age disability benefit will receive a £40 disregard for each person that receives the benefit.
- Residents in the lowest income band will be eligible for 100% discount on their bill.
- Residents in council tax property bands E to H will no longer have reduction capped at Band D.
- A change in income or circumstances will take effect from the date a change happens, rather than the following Monday.
- The Capital limit is now £6 000.
- Any changes in household or income **MUST** be reported by the person claiming the reduction.

We won't take the following into account when calculating someone's income –

- Child Benefit,
- Child Maintenance received,
- Personal Independence Payments,
- Disability Living Allowance,
- War Pensions,
- War Widows/Widower's Pensions,
- War Disablement Pensions,
- Employment & Support Allowance support component,
- Universal credit - housing element and the disabled child element.

If you already receive council tax reduction, you will be placed into the relevant income band and you will see the changes in your 2024/2025 council tax bill you receive from March 2024. To see the income bands and find out more about the changes to the scheme visit www.tamworth.gov.uk.

Pay the easy way

Sign up for Direct Debit over the phone



Choose which date suits you best

Council Tax

Business Rates



You can pay your annual Council Tax or Business Rates bill in twelve instalments from April to March, rather than ten, but you need to contact us via email on enquiries@tamworth.gov.uk before **5 April 2024** if you wish to do this. We can also extend your monthly instalments through to March during the year, but you need to contact us via email if you wish to do this.

What's happened

The money that Tamworth Borough Council collects through council tax helps pay for services such as household waste collection and recycling, street cleansing, maintaining parks and open spaces, Tamworth Castle, Tamworth Assembly Rooms and outdoor events such as St George's Day celebrations, King's Coronation celebrations, archaeology around the castle, fireworks, Christmas lights switch on and the Christmas events.

We also provide housing services and 4287 homes for tenants; this is paid for by the rent tenants pay and government grants.

We achieve all of this using around 10% of the council tax we collect from you each year.

The remaining 90% you pay is passed on to Staffordshire County Council for services including roads and pothole repairs, education, social services and libraries, to the Office of the Police and Crime Commissioner for Staffordshire Police and to the Fire Authority for Staffordshire Fire and Rescue.

The money we receive from council tax helps us achieve our vision:

Tamworth – celebrating our heritage, creating a better future.

We work to make sure we can take full advantage of every opportunity that leads to Tamworth being a better place, with Tamworth communities experiencing better lives and the council being a better organisation.

Strategic Priorities 2022-25

Our funding, resources and capacity are reducing. This inevitably has impact on how we deliver services to the people of Tamworth.



We continue to support the most vulnerable in Tamworth and work to improve the lives of all residents.

Through our vision and [Corporate Plan](#) we have identified five key specific areas of focus:

The Environment

- Reducing litter and fly tipping.
- Working to reduce the impact of climate change.
- Supporting people to recycle and reduce waste.
- Working to protect, maintain and improve our green spaces.



The Economy

- Support businesses to promote business growth and new businesses in Tamworth.
- Support businesses to generate local employment opportunities.
- Make sure Tamworth has good quality and affordable housing.
- Encourage people to come and visit Tamworth and enjoy the attractions of our town.

Infrastructure

- Update local plans to improve transport links within Tamworth.
- Improve existing walkways and cycle routes.
- Make sure people can access our services digitally.

Living in Tamworth

- Make sure there is adequate supply of affordable housing.
- Invest in neighbourhoods and local areas.

- Support job creation and seek to protect the local economy.
- Improve and promote Tamworth's events and historic and cultural heritage.
- Help everyone feel safe in their neighbourhood and with others reduce the fear of crime.

Town Centre

- Develop the street markets and events.
- Create a scheme for 'created in Tamworth'.
- Work to improve the night-time economy, including improving night-time transport options.
- Encourage local people to be proud of Tamworth and its rich history.
- Develop a new Tamworth Enterprise Centre as part of plans to improve and transform the town centre.
- Make the town more accessible.
- Encourage the growth of the food and leisure choices in the town.

Some of the things achieved during 2023/24:

- Made significant progress on our ambitious plans to transform Tamworth town centre into a place that meets the needs of 21st century shoppers, residents and businesses. With work well underway renovating the historic former co-op building to create a second enterprise centre for the town, rebuilding the former Peel Café replicating the original Georgian style bringing a building back into active use.
- Launched a new service called HOME Hub, to provide in community support to anyone at risk of losing their home. Adding to our tailored in-home services to prevent homelessness, HOME Hub aims to reach more people working with Citizens' Advice Mid Mercia and other local community and voluntary partners



to offer support across all aspects of life such as debt advice, increasing skills, support with addiction, family support, advocacy and support with mental health to name a few.

- Completed over £400,000 of essential preservation repairs to the castle curtain walls, helping preserve the castle for future generations.
- Secured over £500,000 from Premier League, The FA and government's Football Foundation, to deliver a new all-weather flood-lit 3G football pitch within the existing Anker Valley Sports and Community Complex, offering opportunities for local clubs and others all round access to high quality facilities.
- Offered a range of free business support opportunities, including workshops, networking events, grants for business development and more, to town centre businesses and new businesses within the borough. Plus, access to low-cost office space through our existing enterprise centre. A second, much needed due to demand, enterprise centre is currently being developed in the 19th Century former Co-op building on Colehill.
- Signed a commitment to the armed forces covenant, achieving a Bronze Award level employer in the Defence Employer Recognition Scheme. Also introduced a veteran's guaranteed interview scheme, where all veterans meeting essential job criteria will be guaranteed an interview.
- Delivered a free summer activity programme, where over 3,000 local children took part; helping children and young people achieve the recommended activity levels of 60 minutes per day.
- Created a new neighbourhood impact team; delivering single point of contact for residents and tenants of Tamworth to report and tackle anti-social behaviour.

- Delivered a full outdoor entertainment programme, including fireworks, St Georges Day and King's Coronation celebrations, food festivals, archaeology around the castle, outdoor concerts, theatre and music from local artists, Christmas lights switch on and the Christmas events seeing attracting many thousands of visitors to the town centre.

We've also...

- Inspected over 281 Tamworth food premises.
- Cleaned and cleansed Tamworth town centre everyday of the year.
- Sold over 30,000 tickets for shows at the Assembly Rooms.
- Processed and managed over 350 planning applications.
- Processed over 1,700 housing register applications.
- Introduced a new, clearer, faster complaints process, meeting the requirements of the Local Government Ombudsman and the Housing Ombudsman.
- Welcomed over 30,000 visitors to the Castle and delivered to new archaeology projects investigating what's in the ground around the castle.
- Completed over 650 personal searches on property information we hold.
- Supported 24 organisations with community grants and 14 organisations with festive grants. Working to improve the lives of local people.
- Replaced a number of our StreetScene vehicles with six electric vehicles, reducing the carbon footprint of our borough maintenance operations.



Looking forward:

The Council remains committed to promoting and stimulating economic growth and regeneration; meeting our housing needs; creating a vibrant town centre economy and protecting those most vulnerable in our communities.

In 2024 – 2025, we aim to deliver:

- Projects funded by our £21million Future High Streets Fund project to transform Tamworth town centre:
 - New Enterprise Centre in the original 19th Century former Co-op building.
 - Renovation of Middle Entry and build new space for independent small businesses.
 - Redevelopment of the former Peel Café, replicating the original Georgian style of building.
 - Begin works to restore the historic vacant properties on Market Street and create a wider footbridge into the castle grounds.
- £250,000 of essential preservation repairs to the castle, helping preserve the castle for future generations. Over £400,000 was also spent preserving the castle curtain wall in 2023/24.
- Continued investment of £50,000 each year for new and improved play areas in the Borough.

- £120,000 to improve street lighting in council owned communal areas such as car parks and playgrounds (Staffordshire County Council are generally responsible for to streetlights along roads.)
- Following a successful funding bid, over £800,000 to be spent on developing a new 3G all-weather pitch at Anker Valley Sports & Community Complex.
- £100,000 for a refurbishment of the changing rooms at the Anker Valley Sports & Community Complex.
- £100,000 for flood protection work dredging and de-silting the balancing ponds in the town. The ponds take water from the A5 bypass and surrounding estates to help prevent flooding.
- £650,000 each year to provide disabled facilities for local people in their homes.
- Continued annual investment to make our industrial and commercial units available for businesses to rent more energy efficient.
- Continue to provide in home and specialist support to the most vulnerable in our communities. This is through direct council services and through services funded by grants to local voluntary, charity and community groups.
- A full programme of arts and events shows and activities at the Assembly Rooms, castle grounds, and castle.

The medium term financial planning process is being challenged by the uncertain political and economic conditions. The budget forecast is based on a 5 year period, but does contain a number of uncertainties. The forecast grant reductions and uncertainty over future Local Government funding arrangements put significant pressure on the ability of the Council to publish a balanced 5 year MTFS.

It is suggested that, given the uncertainty, there should be no knee jerk reactions – with a clear plan to focus on balancing the next 3 years’ budget position, in compliance with the Prudential Code (minimum balances of £0.5m) by which time the impact should be clearer.

The prevailing economic climate has caused increased financial pressures to be placed upon all public sector bodies and the Council is no exception. The overall funding position remains uncertain over the next three years.

The challenge to the organisation is not only how to survive in this period of uncertainty but how to continue to both provide and develop high quality services for the communities it serves. Finance is a clear enabler in this context and sound financial management is essential to ensure that maximum value can be achieved with the resources available.

The Council will continue to manage its financial resources to the highest professional standards and back this up with a strong governance framework which will include scrutiny by the Audit and Governance Committee and regular reporting to elected members and the Executive Management Team. In addition, an independent Internal Audit function is maintained to give additional assurances to both Members and Senior Officers. The service follows the Financial Management Code published by the Chartered Institute of Public Finance and Accountancy (CIPFA).

On 5 February 24, the Secretary of State for Levelling Up, Communities and Local Government published a written ministerial statement on the 2024/25 local government finance settlement. The one year settlement is reflected in the MTFS.

The budget proposals included in the MTFS reflect the need to compensate for reduced income levels arising from the uncertain political and economic conditions and potential significant medium term reductions in Government funding. This is matched

against a desire to continue to address the Council’s priorities / issues identified by Members and at the same time to seek continuous improvement in service delivery.

The increase in Council Tax is limited to the higher of £5 or 3% in order to avoid the need to hold a referendum. Three options for increasing Council Tax have been considered: zero, £5 and 2.95%.

As part of the Local Government Funding Settlement, the Government announced the requirement for local authorities to prepare a Productivity Plan which should be published by July 24. They must be agreed by Council Leaders and members and published on local authority websites, together with updates on progress.

The Plans should cover:

- 1) transformation of services to make better use of resources;
- 2) opportunities to take advantage of advances in technology and make better use of data to inform decision making and service design;
- 3) ways to reduce wasteful spend within systems, including specific consideration of expenditure on consultants and discredited staff Equality, Diversity and Inclusion programmes – this does not include programmes designed to promote integration and civic pride, and counterextremism; and
- 4) barriers preventing activity that the Government can help to reduce or remove.

The Productivity Plan will be developed alongside the Sustainability Strategy, and will give consideration to increasing income, reviewing services, tackling persistent over and underspends with a view to becoming financially sustainable over the medium term.

Council Tax Bands 2024/25

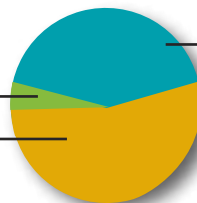
Band	Tamworth Borough Council	Staffordshire Commissioner (Fire & Rescue)	Staffordshire Commissioner (Police & Crime)	Staffordshire County Council	Total
A	£135.13	£57.85	£182.38	£1029.76	£1,405.12
B	£157.66	£67.49	£212.78	£1,201.39	£1,639.32
C	£180.18	£77.13	£243.17	£1,373.01	£1,873.49
D	£202.70	£86.77	£273.57	£1,544.64	£2,107.68
E	£247.74	£106.05	£334.36	£1,887.89	£2,576.04
F	£292.79	£125.33	£395.16	£2,231.15	£3,044.43
G	£337.83	£144.62	£455.95	£2,574.40	£3,512.80
H	£405.40	£173.54	£547.14	£3,089.28	£4,215.36
Percentage of total Council Tax	10%	4%	13%	73%	100%

Tamworth Borough Council's Net Funding

Revenue Support Grant £0.3m

Council Tax £4.8m

Business Rates (Net) £3.2m



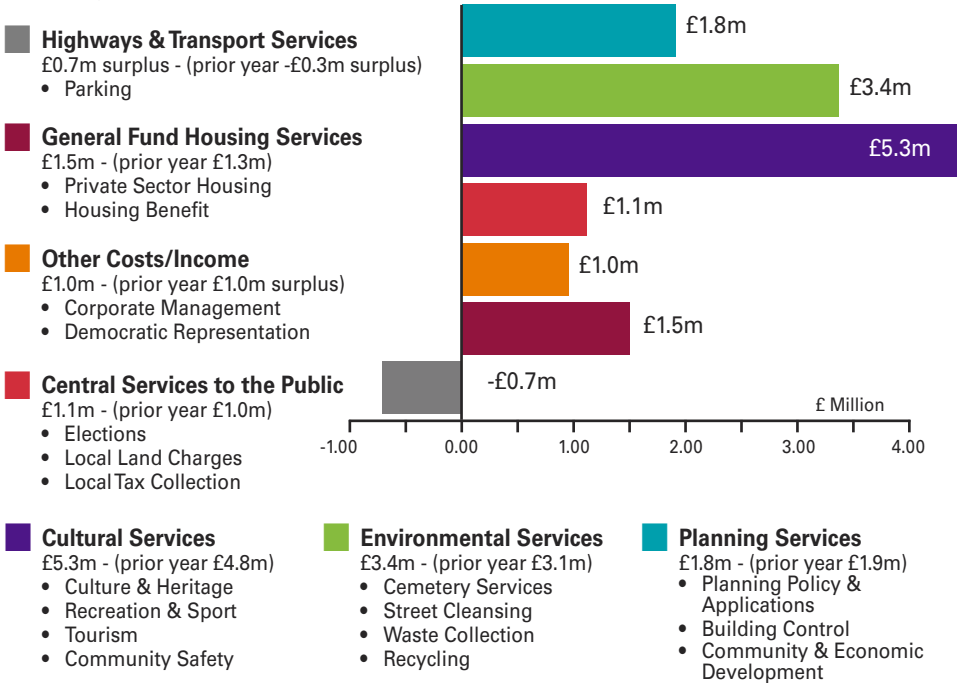
Council Tax Requirement	Council Tax Calculation	Amount per Person	Amount per Band D Property
Budget we need	£7,048,231	£92.65	£300.18
Revenue Support Grant	-£322,012	-£4.23	-£13.71
Business Rates (Net of Tariff & grant for NNDR covid relief)	-£3,091,586	-£40.64	-£131.67
Subtotal	£3,634,633	£47.78	£154.80
Add Deficit from previous years	£1,124,560	£14.78	£47.90
Council Tax 2024/25	£4,759,193	£62.56	£202.70

Why the Council Tax changes this year	Amount (£000's)
Raised from Council Tax 2023/24	£4.603m
Change in Council Spending	
Inflation	£0.658m
Change in Income	-£0.312m
Developing Services	£0.974m
Savings and Efficiencies	-£1.019m
Decrease in use of money from our balances	+£0.073m
Sub-total	£4.977m
Changes in Government Financial Support	-£0.217m
Amount to be raised from Council Tax 2024/25	£4.760m

All figures quoted above exclude the costs and income for the Housing Revenue Account (HRA) as these are not funded by Council Tax revenue.

General Fund

Tamworth Borough Council provides a wide range of services to local residents, businesses and visitors.



Council Tax Requirement	2023/24 (£000's)	2024/25 (£000's)	Increase/Decrease
Service Expenditure	£32.474m	£34.766m	7%
Service Income	-£19.567m	-£21.248m	9%
Net Cost of Services	£12.907m	£13.518m	5%
Council Tax	-£4.603m	-£4.759m	
Deficit/Surplus (-) of Trading Undertakings	-£1.013m	-£1.080m	
Net income from investment interest, debt interest payments and charges to HRA in relation to debt	-£2.851m	-£3.396m	
Net Operating Expenditure	£4.440m	£4.283m	-4%
Use of Collection Fund Surplus (-) / Deficit	£0.201m	£1.125m	
Government Support	-£0.302m	-£0.322m	
Business Rates (Net of Tariff)	-£2.894m	-£3.092m	
Deficit for year	£1.445m	£1.994m	38%
Adjustments required by statute or proper practices to ensure no impact on Council Tax	-£0.237m	-£0.858m	
Total Decrease in General Fund Balances	£1.208m	£1.136m	-6%

Housing Revenue Account

In addition, Tamworth Borough Council manages a Housing Revenue Account, specifically for the management of the Council's Housing Stock. These services for the borough's council housing tenants are funded through rents received and specific contributions.

Key Budget Figures for 2024/25:

Gross Income of: Including	£26.1m	Gross Expenditure of: Including	£25.0m
Dwelling Rents Receivable	£23.1m	Costs of Repairs	£6.7m
Other Income	£3.0m	Supervision & Management	£7.5m
		Depreciation	£4.1m
		Interest payable	£3.1m
		Capital Expenditure funded by HRA	£3.5m

Other Information

- We will employ 334 staff in 2024/25 compared to 328 staff in 2023/24. (These figures are estimated full time equivalents and not actual staff employed).
- It is estimated that at March 2024 we will have £63.1m in loans and £50.4m in investments.

Environment Agency Midlands Region

The Council Tax (Demand Notices) (England) Regulations 2011

The Environment Agency is a levying body for its Flood and Coastal Erosion Risk Management Functions under the Flood and Water Management Act 2010 and the Environment Agency (Levies) (England and Wales) Regulations 2011.

The Environment Agency has powers in respect of flood and coastal erosion risk management for 2369 kilometres of main river and along tidal and sea defences in the area of the Trent Regional Flood and Coastal Committee. Money is spent on the construction of new flood defence schemes, the maintenance of the river system and existing flood defences together with the operation of a flood warning system and management of the risk of coastal erosion. The financial details are:

Trent Regional Flood and Coastal Committee	2023/24	2024/25
Gross Expenditure	£62.261m	£82.164m
Levies Raised	£2.268m	£2.313m
Total Council Tax Base	1.904m	1.930m

The majority of funding for flood defence comes directly from the Department for the Environment, Food and Rural Affairs (Defra). However, under the new Partnership Funding rule not all schemes will attract full central funding. To provide local funding for local priorities and contributions for partnership funding the Regional Flood and Coastal Committees recommend through the Environment Agency a local levy.

A change in the gross budgeted expenditure between years reflects the programme of works for both capital and revenue needed by the Regional Flood and Coastal Committee to which you contribute. The total Local Levy raised by this committee has increased by 2.0%

The total Local Levy raised has increased from £2,268,110 in 2023/2024 to £2,313,472 for 2024/2025.

Single person discount

If you live alone, or are the only person over 18 at your address, you are entitled to a 25% Single Person Discount. If you have already been granted this discount, it will be shown on your bill.

If you are getting a discount but your circumstances change so it no longer applies, the law says you must contact us within 21 days. If you don't, you can be fined £70. If you still don't inform us after that, you can be fined another £280.

If someone moves out of an address temporarily, a single person discount does not always apply, even when only one person remains; we have to consider whether their main residence has changed.

The Council is committed to detecting discount fraud and regularly checks discounts claimed. We have recently undertaken a review with other Staffordshire Local Authorities of all single person discounts. We have access to a wide range of financial, electoral, housing and benefit information to help us prevent and detect single person discount fraud. Reducing fraudulent claims helps us to keep Council Tax increases lower.

What should I do if I think someone is claiming a Council Tax discount fraudulently?

There are a number of ways you can tell us. You can do it anonymously, but if you do give your name we will keep it confidential. We have trained and experienced staff who can advise you if you are unsure about whether to tell us what you suspect.

You can:

- email us at counciltax@tamworth.gov.uk
- ring us on 01827 709709
- write to us at The Revenues Department, Marmion House, Lichfield Street, Tamworth, B79 7BZ

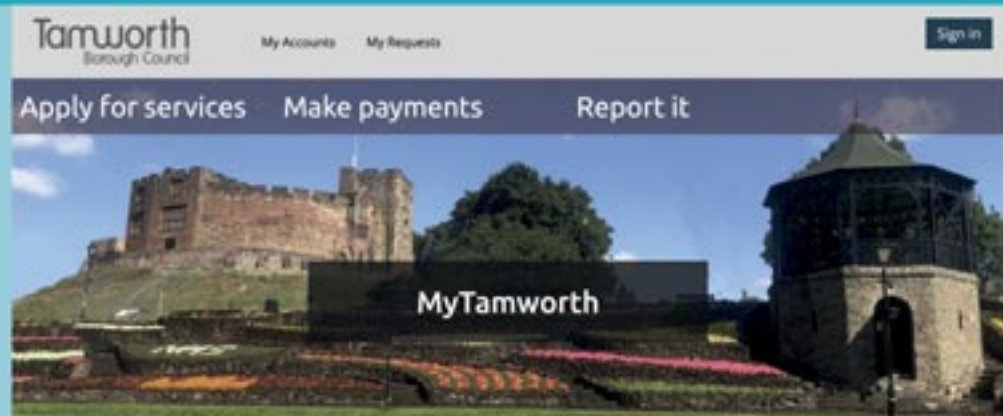
It is important that you give us as much information as possible as this helps us to gather enough evidence to cancel the discount. Due to the Data Protection Act (1998) and Human Rights Act (1998), we cannot tell you what we have done about a case you have reported, but we will investigate all reports and take suitable action.



INTRODUCING our new online service...

MyTamworth

Tamworth
Borough Council



This online service allows you to interact 24/7 with the council and be able to track your requests. You can also:

- ✓ check your council tax balance and banding
- ✓ see the council payments you have made and easily make payments direct to your account
- ✓ let us know if you are moving home
- ✓ apply for services such as a single person discount
- ✓ report street issues such as litter or tree pruning and upload a photo

Why not register today! Click the Do It Online button at www.tamworth.gov.uk and then the MyTamworth link. (Or go direct to <https://mytamworth.tamworth.gov.uk>) Press Sign In and you will be given the option to register. You will need an email address and if you wish to view your council tax account you will need your council tax number which is found on your most recent bill. More features will be added soon.

Need help registering?

Contact our Customer Service Team during office hours, either

- go to www.tamworth.gov.uk and use our online chat facility or
- call 01827 709709 and click option 5 or
- look out for one of our community workshops

<https://mytamworth.tamworth.gov.uk>



Handy Contacts

Tamworth Borough Council

Marmion House, Lichfield Street, Tamworth, Staffs, B79 7BZ

Websitewww.tamworth.gov.uk & webchat

Emailenquiries@tamworth.gov.uk

Council Housing Repairs Call 0800 1830044 & webchat or ***MyTamworth contact us form***

Customer Service Centre01827 709709

Telephone Payments0345 2307709

Refuse Collection and Bulky Items Collection0345 0020022

Help Stop Fraud

Fraud Hotline0800 854 440

Valuation Office Agency

Listing Officer, Valuation Office Agency03000 501501

Valuation Office Websitewww.voa.gov.uk

Fire

Staffordshire Fire and Rescue Service, Pirehill, Stone, ST15 0BS

www.staffordshirefire.gov.uk

Fire HQ0300 3301000

In an Emergency Dial 999

Police

Police Headquarters, PO Box 3167, Stafford, ST16 9JZ

www.staffordshire.police.uk

Police single number101

In an Emergency Dial 999

Staffordshire County Council

Responsible for Social Services, schools, libraries, roads, street lighting and highways.

No 1 Staffordshire Place, Stafford, ST16 2LP

www.staffordshire.gov.uk

Main reception0300 111 8000

Adult social care.....0300 111 8010

Children and families.....01827 475555

Tamworth Advice Centre / Citizens Advice

Free advice and support on financial well-being, debt or general advice0808 2787972

This information can be produced on request in other formats and languages. Call 01827 709709 or email enquiries@tamworth.gov.uk